Medicaid Participant Rights and Responsibilities November 2006

Participant Rights

- 1. If you are eligible for Medicaid, you have the right to choose the plan that is based on your health needs. Idaho Medicaid offers the Medicaid Basic Plan and the Medicaid Enhanced Plan to meet different health needs. You can see the benefits in these plans by going to www.modernizemedicaid.idaho.gov and clicking on the link for Participants at the bottom of the page.
- 2. You may choose <u>not</u> to enroll in the plan that meets your health needs. You may choose to enroll in Standard Medicaid instead. Standard Medicaid does not include prescription drugs, certain prevention and wellness benefit, therapies, dental services, vision services, and other services. If you do not want to enroll in the benefit plan that meets your health needs, you must inform your self-reliance worker.
- 3. If your children are eligible for Basic Plan coverage, you have the right to choose to enroll them in Idaho's premium assistance program, called the Access Card program, as an alternative to the Basic Plan. The Access Card can help you buy private insurance for your children.
- 4. You have the right to choose your Healthy Connections Primary Care Doctor, to request referrals for services, and to change your doctor/clinic if your circumstances change.
- 5. You have the right to make decisions about your healthcare. Your Medicaid providers must discuss your options with you before you start medical treatment.
- 6. You have the right to timely and accurate eligibility notice. You must receive notices in writing before Medicaid can end your Medicaid eligibility.
- 7. If you disagree with a decision regarding your Medicaid eligibility or if you feel that Medicaid has not served your medical needs properly, you have the right to file an appeal.
- 8. You have the right to fair treatment. You have the right to all Medicaid services without regard to race, color, national origin, disability, sex, or age.

Participant Responsibilities

1. You must provide accurate information to the Department of Health and Welfare for Medicaid eligibility determination.

- 2. You must report changes in your circumstances including income, assets and living situation within ten (10) days of the change.
- 3. You must provide correct citizenship and/or immigration status information for each person applying.
- 4. You must turn over any medical reimbursement payments you receive to the Department of Health and Welfare while you are enrolled in Medicaid.
- 5. You may be responsible for paying part of the cost of your child's health plan.

Be a Good Patient!

If you enroll in Medicaid, it is important to use the program wisely. Idaho Medicaid cares about helping you improve your health, find new health problems early and manage current health problems. You can help, too. You can make healthy choices in order to stay well and make Medicaid work for you.

- Your Medicaid doctor will provide all of your primary health care needs and will
 refer you to other doctors if needed. Talk with your doctor before going to another
 doctor or getting other medical services.
- When you make an appointment with any doctor who bills Medicaid tell them you are enrolled in Medicaid.
- Show your Medicaid card at every appointment.
- Be on time to your appointments.
- Follow your treatment plan.
- Cancel your appointment at least 24 hours in advance when possible. If your doctor has a policy to charge for a missed appointment, the doctor may charge you. Medicaid doesn't pay for missed appointments.
- Call in advance for an appointment. You might not get an appointment the same day you call.
- You should call your doctor for advice if you or your child gets sick or injured.